

Spring 2013

# Pipeline



## Newsletter

For Customers of the Miami-Dade Water and Sewer Department



### MIAMI-DADE COUNTY

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Property Appraiser

Robert A. Cuevas, Jr.  
County Attorney

John W. Renfrow, P.E.  
Director

Miami-Dade County provides equal access and equal opportunity in employment and services and does not discriminate on the basis of handicap.

It is the policy of Miami-Dade County to comply with all the requirements of the Americans with Disabilities Act.

For questions concerning your account, please contact:

Customer Service 305-665-7477  
Hours: 8 a.m. - 4:30 p.m.

Internet: [www.miamidade.gov/water](http://www.miamidade.gov/water)

## Behind the Scenes at Miami-Dade Water and Sewer Department

You probably never think twice about filling up a glass of water, taking a shower or flushing a toilet – and you shouldn't have to, but have you ever considered what it takes to deliver water to your house every day or remove waste? The department employs 2,500 employees, many of whom around the clock to ensure the efficient transfer of more than 300 million gallons of water and wastewater to and from your homes and businesses. To learn more about the behind the scenes operation of the department, [click here](#) to watch these videos as well as videos that teach you about water conservation, reading your water meter, leak detection tips and much more.



## Can the Grease and avoid clogs and costly repairs



Did you know that grease and oil poured into a kitchen or other drain, even a toilet, can harden inside your home's plumbing pipes. This can lead to a clog and sewage backing up into your home. By properly disposing of cooking oil and grease, you'll help protect the environment and avoid a potentially costly repair bill.

Don't empty oil or grease into your kitchen sink, even if you have a waste disposal system. Instead, pour your used grease and oil into a metal can or a heat resistant oven bag, let it cool a few minutes, and then throw it in the trash. To further reduce the amount of grease that enters your home's pipes, be sure to scrape or wipe as much food as possible off dishes and pans before putting them to wash in the sink or dishwasher.



## Did you know...

that the Miami-Dade Water and Sewer Department grants each customer one pool credit each calendar year as long as the consumption warrants. No pool credit will be issued for water only, submeter and separate sprinkler accounts. Any pool credit will be applied to the sewer portion of the bill and will be based on the dimensions of the pool. For more information on how to qualify and receive a pool credit, [click here](#).

# April is Water Conservation Month

April is considered the month for the height of dry season in South Florida and for that reason it has been designated as Water Conservation Month. This is the time when decreased rainfall and peak water demands puts stress on regional water supplies. There are several simple and common sense actions each of us can take that when added up throughout the year can make a tremendous difference on our limited water supply.

Conservation is essential year-round to buffer the impacts of weather extremes, such as the drought. Water conservation habits include installing an aerator on your sink, watering the lawn by hand or installing high-efficiency appliances, such as a showerhead or energy-efficient washing machine.

You can also save money on your water bill by being conservation-minded. For conservation tips and ideas to decrease your water bill, go to [www.miamidade.gov/conservation](http://www.miamidade.gov/conservation).



## Drinking Water Week!

The Miami-Dade Water and Sewer Department is proud of the water it delivers to the more than 2.3 million people each day in Miami-Dade County. The department is the largest utility in the Southeastern United States and ninth largest water utility in the nation. WASD tests its water more than 150,000 times annually. In honor of Drinking Water Week which will be May 5th through the 11th, and as another reminder of how priceless water is, the department will release its 2012 Water Quality Report-also known as the Consumer Confidence Report (CCR). The CCR provides a snapshot of drinking water quality each year based on the prior year's testing results.

WASD's delicious tap water meets or exceeds all local, state and federal guidelines and all customers of WASD should drink up with confidence.